



CITY OF HOUSTON

Public Works and Engineering
Department

Utility Customer Service
P.O. Box 4863
Houston, Texas 77210-4863
www.houstontx.gov

Customer Request for Water Meter Accuracy Test

Utility Customer Service (UCS) may be required to charge for testing your meter. Fees for this service will be charged if the meter is found to be accurate and is still within the manufacturer's warranty period or has been tested and found accurate within the prior twelve months. If the meter is found to be inaccurate, test charges will be waived or removed. Charges for water used to conduct on-site testing are the responsibility of the customer regardless of result. *"Accurate" is defined as meeting or exceeding the guidelines for accuracy as established by the American Water Works Association.* Meter testing takes place within normal business hours. If you request to be present, you will be advised of testing time at least one day in advance. Tests will not be rescheduled at customer request. Field tests may be rescheduled due to inclement weather, in which case UCS will attempt to contact you at the number(s) you provide below. If your meter fails the test, it will be replaced and the results and other relevant factors will be evaluated for 90 days after the test to determine the amount of correction to your bill, if any.

Charges for testing are as follows:

- Field Accuracy test (meters under 3 inches only): \$25.00.
- Meter shop bench test: \$50 plus the cost of the new meter and electronic devices:
 - ☐ 5/8" meter \$50.00 + \$120.00 = \$170.00 ☐ 1-1/2" meter \$50.00 + \$297.00 = \$347.00
 - ☐ 1" meter \$50.00 + \$165.00 = \$215.00 ☐ 2" meter \$50.00 + \$353.00 = \$403.00
- Meter shop bench test of a meter 3 inches or larger: \$170 plus the cost of any non-defective parts or electronic devices replaced as a part of the testing process. *For 3 inch and larger meters, costs may vary greatly with the type of installation. No advance estimate is available for these meters.*

To request a test of your water meter, please complete and return this form to: *Utility Customer Service, Attn: Customer Service, P.O. Box 4863, Houston, TX 77210-4863.* If you have any questions, email us at customer.service@cityofhouston.net or call our Customer Service Center at 713-371-1400.

(Please Print.)

Account Number: _____
Customer Name: _____ Phone(s): _____
Service Address: _____

- ☐ I request the opportunity to be present for the testing of the meter.
☐ I request a field accuracy test of my meter. ☐ I request a meter shop bench test of my meter.

I acknowledge the above charges may be debited to my account. I hereby request that the meter at the account indicated above be tested for accuracy.

Sign: _____ Date: _____